



National Quality Strategy

Overview

March 2016

Each slide includes notes that you can access by selecting “View” and then “Notes Page” in PowerPoint. Please delete this text box before using or presenting.



Background on the National Quality Strategy

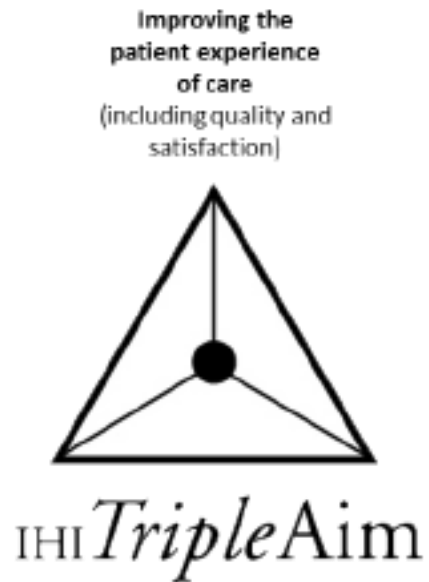
- Established by the Affordable Care Act to **improve the delivery of health care services, patient health outcomes, and population health**
- The Strategy was first published in 2011 and serves as a **nationwide effort** to improve health and health care across America
- The Strategy was iteratively designed by public and private stakeholders and provides an opportunity to **align quality measures and quality improvement activities**



The strategy is to concurrently pursue three aims:



The Relationship Between the IHI Triple Aim and NQS Three Aims



Better Care: Improve overall quality, by making health care more patient-centered, reliable, accessible, and safe.

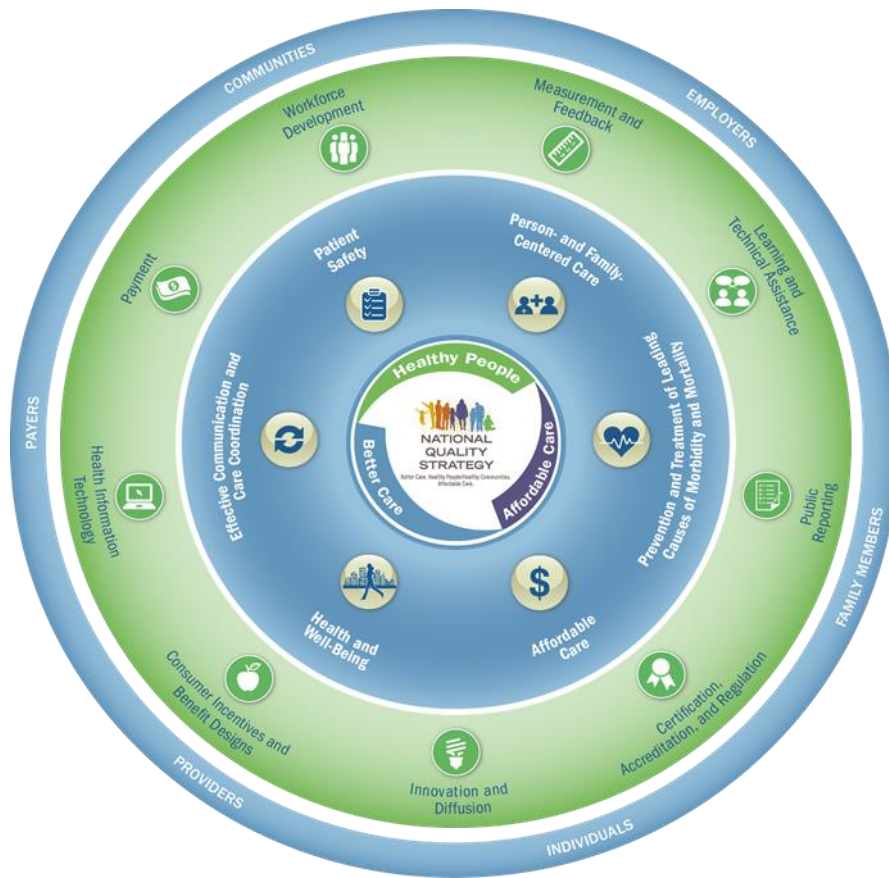


Healthy People/Healthy Communities: Improve the health of the U.S. population by supporting proven interventions to address behavioral, social and, environmental determinants of health.

Affordable Care: Reduce the cost of quality health care for individuals, families, employers, and government.



The National Quality Strategy: How It Works

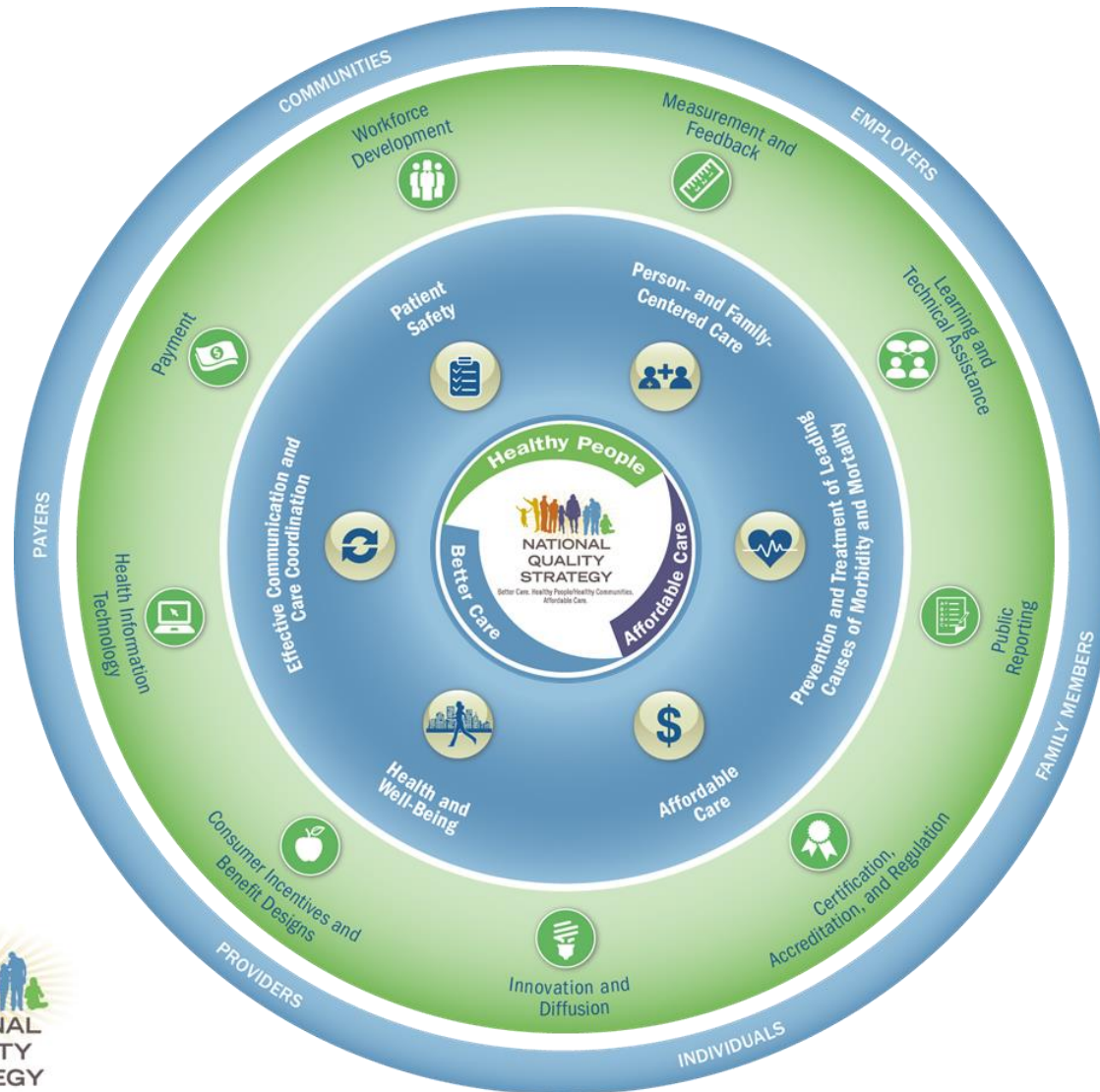


Improving health and health care quality can occur only if all sectors, individuals, family members, payers, providers, employers, and communities, make it their mission.

Members of the health care community can align to the National Quality Strategy by doing the following:

- *Use one or more of the nine levers to **identify** core business functions, resources, and/or actions that may serve as means for achieving improved health and health care quality.*
- *Focus on the six priorities to **guide efforts to improve** health and health care quality.*
- *Adopt the three aims to provide better, more affordable care for the individual and the community.*

The National Quality Strategy: How It Works



THE NATIONAL QUALITY STRATEGY LEVERS



The National Quality Strategy Levers



The National Quality Strategy Levers

The Strategy's aims and priorities are supported by **the nine National Quality Strategy “levers”**: organizations' core business functions that serve as a means for improving health and health care quality



Measurement and Feedback



Provide performance feedback to plans and providers to improve care

A long-term care provider may implement a strategy that includes the use of Quality Assurance and Performance Improvement data to populate measurement dashboards for purposes of identifying and addressing areas requiring quality improvement

Public Reporting



A regional collaborative may ask member hospitals and medical practices to align public reports to the National Quality Strategy aims or priorities

Compare treatment results, costs, and patient experience for consumers

Learning and Technical Assistance



Foster learning environments that offer training, resources, tools, and guidance to help organizations achieve quality improvement goals

A Quality Improvement Organization may disseminate evidence-based best practices in quality improvement with physicians, hospitals, nursing homes, and home health agencies

Certification, Accreditation, and Regulation



The National Quality Strategy aims and priorities may be incorporated into continuing education requirements or certification maintenance

Adopt or adhere to approaches to meet safety and quality standards

Consumer Incentives and Benefit Designs



Help consumers adopt healthy behaviors
and make informed decisions

Employers may
implement workforce
wellness programs
that promote
prevention and
provide incentives
for employees to
improve their health

Payment



Join a coalition of purchasers that are pursuing value-based strategies

Reward and incentivize providers to deliver high-quality, patient-centered care

Health Information Technology



Improve communication, transparency, and efficiency for better coordinated health and health care

A hospital or medical practice may adopt an electronic health record system to improve communication and care coordination

Innovation and Diffusion



Foster innovation in health care quality improvement, and facilitate rapid adoption within and across organizations and communities

Center for Medicare & Medicaid Innovation tests various payment and service delivery models and shares successful models across the Nation

Workforce Development



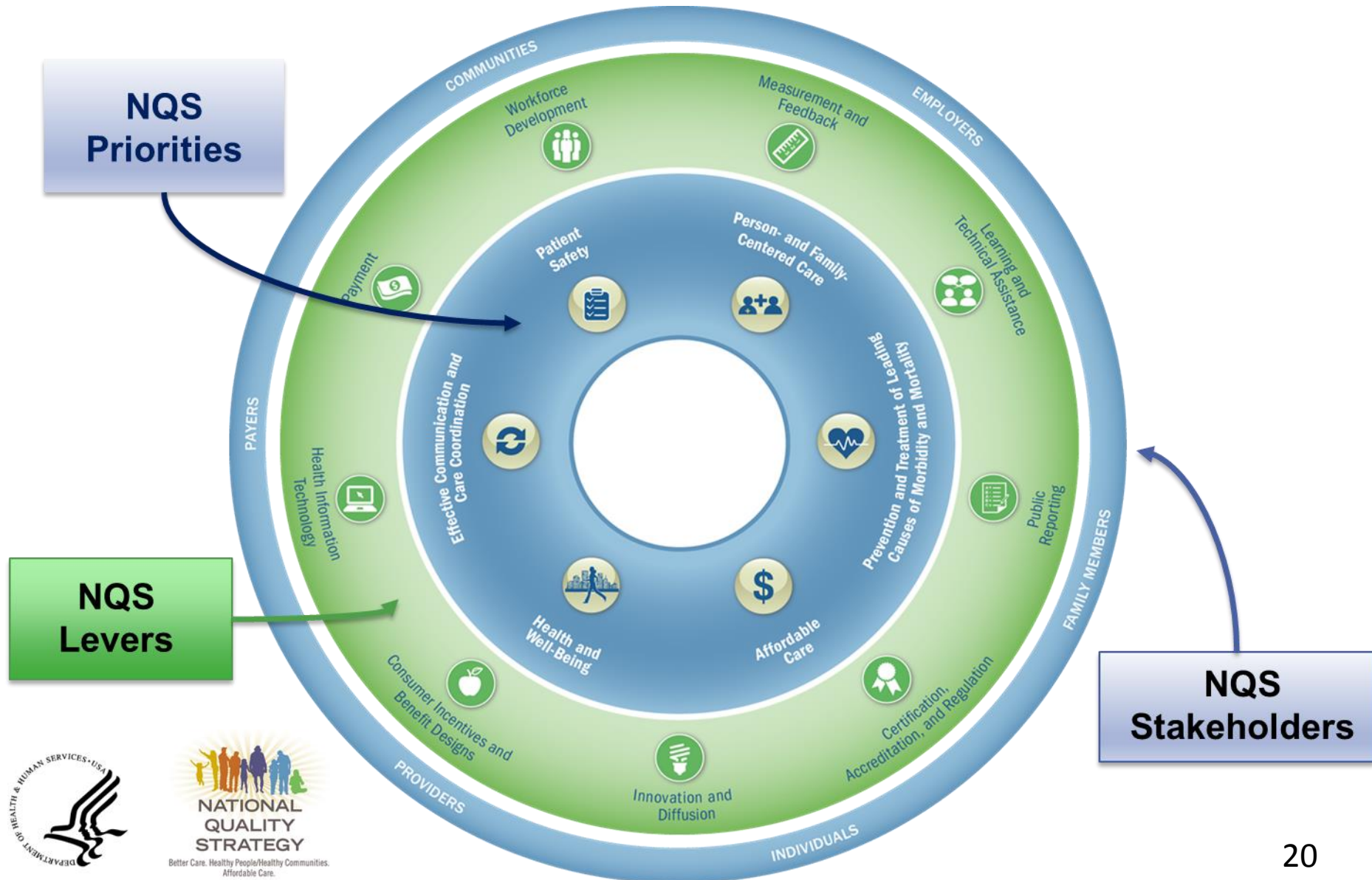
Investing in people to prepare the next generation of health care professionals and support lifelong learning for providers

A medical leadership institution may incorporate quality improvement principles in their training

THE NATIONAL QUALITY STRATEGY PRIORITIES



The National Quality Strategy Priorities





Priority 1: Making care safer by reducing harm caused in the delivery of care

LONG-TERM GOALS

1. Reduce preventable hospital admissions and readmissions.
2. Reduce the incidence of adverse health care-associated conditions.
3. Reduce harm from inappropriate or unnecessary care.



Priority 2: Ensuring that each person and family members are engaged as partners in their care

LONG-TERM GOALS

1. Improve patient, family, and caregiver experience of care related to quality, safety, and access across settings.
2. In partnership with patients, families, and caregivers—and using a shared decision-making process—develop culturally sensitive and understandable care plans.
3. Enable patients and their families and caregivers to navigate, coordinate, and manage their care appropriately and effectively.



Priority 3: Promoting effective communication and coordination of care

LONG-TERM GOALS

1. Improve the quality of care transitions and communications across care settings.
2. Improve the quality of life for patients with chronic illness and disability by following a current care plan that anticipates and addresses pain and symptom management, psychosocial needs, and functional status.
3. Establish shared accountability and integration of communities and health care systems to improve quality of care and reduce health disparities.



Priority 4: Promoting the most effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular disease

LONG-TERM GOALS

1. Promote cardiovascular health through community interventions that result in improvement of social, economic, and environmental factors.
2. Promote cardiovascular health through interventions that result in adoption of the most healthy lifestyle behaviors across the lifespan.
3. Promote cardiovascular health through receipt of effective clinical preventive services across the lifespan in clinical and community settings.



Priority 5: Working with communities to promote wide use of best practices to enable healthy living

LONG-TERM GOALS

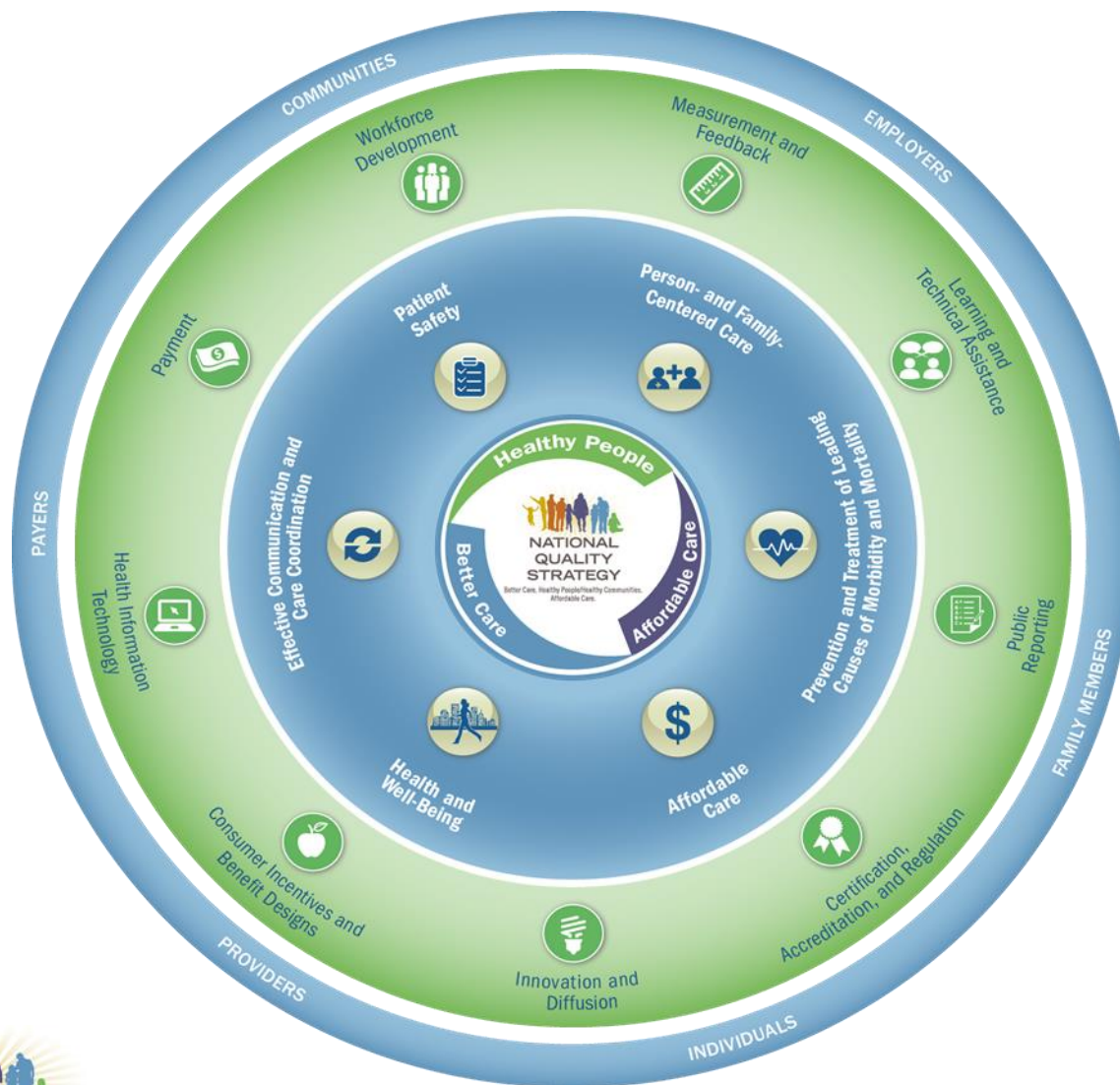
1. Promote healthy living and well-being through community interventions that result in improvement of social, economic, and environmental factors.
2. Promote healthy living and well-being through interventions that result in adoption of the most important healthy lifestyle behaviors across the lifespan.
3. Promote healthy living and well-being through receipt of effective clinical preventive services across the lifespan in clinical and community settings.



Priority 6: Making quality care more affordable for individuals, families, employers, and governments by developing and spreading new health care delivery models

LONG-TERM GOALS

1. Ensure affordable and accessible high-quality health care for people, families, employers, and governments.
2. Support and enable communities to ensure accessible, high-quality care while reducing waste and fraud.



Ongoing Implementation Activities

- Annual meetings of the Interagency Working Group on Health Care Quality, including senior representatives from 24 Federal Agencies
- Annual updates to the Agency-Specific Plans developed by HHS operating divisions, which are available on the Working for Quality Web site
- Active engagement of stakeholders in the dissemination of the National Quality Strategy through the National Quality Partners and the Measure Application Partnership
- Publication of toolkits and presentations for use by community partners
- The *Priorities in Action* series, which offers a snapshot of some of our Nation's most promising and transformative quality improvement programs and describes their alignment to the NQS' six priorities (updated monthly, these programs represent private sector, Federal, State, and local efforts)



Overview of the Annual Progress Report

- For the first time, includes data from the AHRQ National Healthcare Quality and Disparities Report (QDR), which assesses the performance of our health system along three main axes: access to health care, quality of health care, and National Quality Strategy priorities
- Highlights initiatives across the Nation focusing on the National Quality Strategy priorities
- Discusses HHS delivery system reform updates that align with the National Quality Strategy's Payment lever



Priorities

Improvement Initiatives



Patient Safety



Partnership for Patients, Hospital Readmission Reduction Program, Children's Hospital of Pittsburgh of UPMC



Person- and Family-Centered Care



Consumer Assessment of Healthcare Providers and Systems, National Partnership for Women and Families, Colorado Coalition for the Homeless



Effective Communication and Care Coordination



Argonaut Project, Boston Children's Hospital Community Asthma Initiative



Prevention and Treatment of Leading Causes of Morbidity and Mortality



Million Hearts®, Wind River Reservation



Health and Well-Being of Communities



Let's Move!, Health Leads



Making Quality Care More Affordable



Blue Cross Blue Shield Massachusetts Alternative Quality Contract, Medicare Shared Savings Program, Pioneer Accountable Care Organization Model, Arkansas Center for Health Improvement

For more information:

- Contact: NQStrategy@ahrq.hhs.gov
- Visit: <http://www.ahrq.gov/workingforquality>
- View the 2015 Annual Progress Report and other related materials: <http://www.ahrq.gov/workingforquality/reports.htm>

